

Enterprise Incident Report May 2012

As of 6/4/2012

Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Board of Pardons and Parole	Application Services	Martin Gonzalez	0 0	2 2	2 2
		Assigned to Individual Total	0 0	2 2	2 2
	Help Desk	Brenda Treadway	1 1	0 0	1 1
		Julie VanBeekum	1 1	0 0	1 1
		Assigned to Individual Total	2 2	0 0	2 2
	Metro C Desktop Support	Tammy Black	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Metro C Help Desk	Cliff Jensen	3 3	0 0	3 3
		Reed Stohel	2 2	0 0	2 2
		Ross Owen	2 1	0 0	2 1
		Assigned to Individual Total	7 6	0 0	7 6

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		Low	Medium	FCR Total
Board of Pardons and Parole	Assigned Group Total	11	2	13
		8	2	10
Customer Company Total		11	2	13
		8	2	10

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			Low	Medium	MIR Total
Board of Pardons and Parole	Application Services	Martin Gonzalez	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Help Desk	Brenda Treadway	1 0	0 0	1 0
		Julie VanBeekum	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Metro C Desktop Support	Tammy Black	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Metro C Help Desk	Cliff Jensen	3 0	0 0	3 0
		Reed Stohel	2 0	0 0	2 0
		Ross Owen	2 0	0 0	2 0
		Assigned to Individual Total	7 0	0 0	7 0

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		Low	Medium	MIR Total
Board of Pardons and Parole	Assigned Group Total	11 0	2 0	13 0
Customer Company Total		11 0	2 0	13 0

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Board of Pardons and Parole	Application Services	Martin Gonzalez	0 0.00	2 0.24	2 0.24
		Assigned to Individual Total	0 0.00	2 0.24	2 0.24
	Help Desk	Brenda Treadway	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	2 0.00	0 0.00	2 0.00
	Metro C Desktop Support	Tammy Black	2 0.45	0 0.00	2 0.45
		Assigned to Individual Total	2 0.45	0 0.00	2 0.45
	Metro C Help Desk	Cliff Jensen	3 0.00	0 0.00	3 0.00
		Reed Stohel	2 0.00	0 0.00	2 0.00
		Ross Owen	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	7 0.00	0 0.00	7 0.00

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		Low	Medium	ATTIR Total
Board of Pardons and Parole	Assigned Group Total	11 0.08	2 0.24	13 0.11
Customer Company Total		11 0.08	2 0.24	13 0.11

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Board of Pardons and Parole

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Board of Pardons and Parole	Application Services	Martin Gonzalez	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Help Desk	Brenda Treadway	1 0	0 0	1 0
		Julie VanBeekum	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Metro C Desktop Support	Tammy Black	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Metro C Help Desk	Cliff Jensen	3 0	0 0	3 0
		Reed Stohel	2 0	0 0	2 0
		Ross Owen	2 0	0 0	2 0
		Assigned to Individual Total	7 0	0 0	7 0

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		Low	Medium	MR Total
Board of Pardons and Parole	Assigned Group Total	11 0	2 0	13 0
Customer Company Total		11 0	2 0	13 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Board of Pardons and Parole	Application Services	Martin Gonzalez	0 0.00	2 0.80	2 0.80
		Assigned to Individual Total	0 0.00	2 0.80	2 0.80
	Help Desk	Brenda Treadway	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	2 0.00	0 0.00	2 0.00
	Metro C Desktop Support	Tammy Black	2 0.45	0 0.00	2 0.45
		Assigned to Individual Total	2 0.45	0 0.00	2 0.45
	Metro C Help Desk	Cliff Jensen	3 0.00	0 0.00	3 0.00
		Reed Stohel	2 0.00	0 0.00	2 0.00
		Ross Owen	2 1.02	0 0.00	2 1.02
		Assigned to Individual Total	7 0.29	0 0.00	7 0.29

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		Low	Medium	ATTR Total
Board of Pardons and Parole	Assigned Group Total	11 0.27	2 0.80	13 0.35
Customer Company Total		11 0.27	2 0.80	13 0.35

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Detail

INC000000508723	Camie Escobar Metro C Help Desk	Network Ross Owen	Password Board of Pardons and Parole	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000512128	Sonja Anthony Help Desk	Application Brenda Treadway	Password Board of Pardons and Parole	Utah Master Directory Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000512244	Sonja Anthony Metro C Help Desk	None Ross Owen	None Board of Pardons and Parole	None Low	TIR Missed: No Closed TTR Missed: No	0.00 2.04
INC000000512306	Brett Varoz Metro C Help Desk	Network Reed Stohel	Password Board of Pardons and Parole	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000515010	Tatiana Karaivanova Metro C Desktop Support	PC/Laptop Tammy Black	Hardware Board of Pardons and Parole	None Low	TIR Missed: No Closed TTR Missed: No	0.35 0.35
INC000000517572	Julie K Brown Metro C Help Desk	None Reed Stohel	None Board of Pardons and Parole	Gmail Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000519164	Camie Escobar Metro C Help Desk	Network Cliff Jensen	Password Board of Pardons and Parole	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000519222	Jennifer Bartell Help Desk	PC/Laptop Julie VanBeekum	Performance Board of Pardons and Parole	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000519286	Dave Franchina Metro C Desktop Support	PC/Laptop Tammy Black	Performance Board of Pardons and Parole	None Low	TIR Missed: No Resolved TTR Missed: No	0.55 0.55
INC000000519852	Clark A Harms Application Services	Application Martin Gonzalez	None Board of Pardons and Parole	Novell GroupWise Medium	TIR Missed: No Resolved TTR Missed: No	0.00 0.80
INC000000519852	Clark A Harms Application Services	Application Martin Gonzalez	None Board of Pardons and Parole	Novell GroupWise Medium	TIR Missed: No Resolved TTR Missed: No	0.49 0.80
INC000000522429	Chyleen Arbon Metro C Help Desk	Application Cliff Jensen	Error Board of Pardons and Parole	Offender Tracking Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000524110	Claudette Froehle Metro C Help Desk	Application Cliff Jensen	Error Board of Pardons and Parole	ZENworks for Desktops Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00